

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
**Office of Disability Services**

Nevada Council on  
Developmental Disabilities

Independent Living  
Program

Nevada Assistive  
Technology Collaborative

Personal Assistance  
Services

Traumatic Brain  
Injury Services

Relay Nevada

Deaf and Hard of  
Hearing Services

Accessible Housing

June 23, 2006

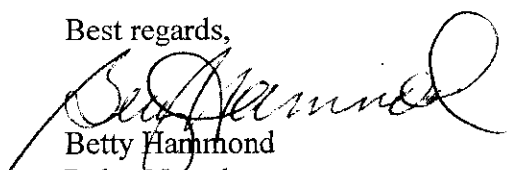
Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Ms. Dortch:

Enclosed is the annual TRS complaint summary report for the State of Nevada. This report covers July 1, 2005 through May 31, 2006. An original and four copies are enclosed, as is the data on disk; an additional copy has been forwarded to Pam Gregory.

Please call me should you have any questions or further needs regarding this report. Thank you for your ongoing support of TRS.

Best regards,

  
Betty Hammond  
Relay Nevada

Cc: Pam Gregory

Annual Complaint Log  
Annual Complaint Summary  
&  
Annual Complaint Tally,  
by Category  
Nevada Relay  
June 2005 – May 2006

**NEVADA RELAY**  
**Annual Complaint Report**  
**June 2005 - May 2006**

For the period of June 1, 2005 through May 31, 2006, Sprint processed 338,190 TRS outbound calls and 77,743 CapTel outbound calls on behalf of Nevada Relay, receiving a total of 9 customer complaints of the total 415,933 calls. Of the total, 8 of the complaints were from traditional relay users and 1 from those utilizing CapTel services. CapTel services have been provided from October 1<sup>st</sup>, 2005. All 8 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 8 complaints were escalated for action to the State of Nevada or to the Federal Communications Commission.

Anecdotally, Relay Nevada staff provided various training related to outreach for relay and the appropriate use of relay, to include, but not limited to: Taste of Technology, Wednesday Workshop for Consumers, Clark County School District Transition Day, Lieburn Senior Health Fair, Deaf Seniors of America 2005, Halloween Picnic (NVAD), For Kids Now, Observations TV/Radio outreach, 2 Town Hall meetings, North Las Vegas Police Department Training, DeafNation, ASL Festival, Senior Fest 2006, DHHARC Parents Meeting, and the Nevada Test Site Tour,

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JUN 27 2006

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# TRADITIONAL RELAY SERVICE COMPLAINT LOG



## SUMMARY LOG

June 2005	1
July 2005	1
August 2005	0
September 2005	2
October 2005	1
November 2005	0
December 2005	0
January 2006	0
February 2006	0
March 2006	0
April 2006	1
May 2006	2
<b>TOTAL</b>	<b>8</b>

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/05	Very dissatisfied w/agents relaying - first spoke very fast and customer asked caller to repeat - agent responded rudely w/ "you could have just asked me". Then agent spoke very very slowly - wasn't transparent and was very rude. Thanked customer and assured this would be forwarded to the agent's supervisor. She would like a call back on the complaint. Follow-up requested.	06/01/05	Operator explained to supervisor that she distinctively remembers this call. The operator claims that she did not say the above; operator said that the voice party requested a relay supervisor, and the operator called a supervisor over. The supervisor explained to the operator that because the voice party did not initiate the call, the supervisor could not come on the line. Operator informed me that the voice person was very curt and did not allow the operator to explain that she could repeat the last statement typed and feels that she relayed the call properly. Unable to follow up due to no customer's contact information.
07/18/05	Voice caller has complaint on Relay Policy not on any CA. Voice person's ill, hearing impaired mother called to voice caller through Relay, reached answering machine and left message "Help I need you." Message was left successfully on voice mail system. Voice customer thinks more should be done by Relay in this type of situation. Voice caller wishes Account Manager contact.	07/18/05	Referred contact to Account Manager.  Called this customer, left message to return my phone call. Left my toll-free call back number and email address.  Spoke with voice caller. She said that her mother fell and called relay to get a hold of voice caller but she did not hear the phone ring the first time. She wanted to make a suggestion for the operator to ask the person "Do you want to leave message?" after the answering machine answers the call. I explained to the caller that FCC regulation requires the operator to stay neutral and the TTY user can request the operator to redial as many time as they want. The voice caller said her mother passed away.
09/08/05	Disconnect/Reconnect during calls	09/14/05	Explained to customer cause of disconnect/reconnect and possible remedies. Customer has not responded to attempts to further troubleshoot or confirm resolution.
09/25/05	A NV voice customer called to report that when she dials 711 to reach her mother, the number does not show up on her mother's caller ID except as "unavailable." When she calls directly, the caller ID shows normally. This has been happening for the past couple of weeks. Apologized for problem.	09/27/05	711 does not pass caller ID at this time. If the customer dials the relay 800 number for NV caller ID will pass.
10/20/05	Voice customer requested operator to repeat name provided by TTY caller operator typed back what voice customer said customer told operator they were talking to the operator and only wanted the info repeated operator advised must type every thing heard voice customer complains this caused a lot of confusion for the TTY user customer expects cooperation from agent customer reports operator being too rigid no problems with past calls (explained operator must follow strict rules to process calls & operator can repeat only if he could not hear & he would need to specifically state that & it is one time the operator could repeat customer did not want operator to get into trouble but wants this addressed) Customer request contact.	10/20/05	Spoke to the agent about remaining transparent and when we are able/not able to repeat info to a voice person. Agent understands. Supervisor attempted follow-up on 10-23-05 at 6:34 pm and left a message for the customer.
04/30/06	Said when he called in operator didn't acknowledge him. He kept saying, "hello, hello, hello" for 10 minutes and didn't type to him at all. Would like to know what she was doing. TTY customer was very upset. Apologized to the customer and informed the customer to expect to receive a follow up sometime soon. Forwarding this to the Lubbock Relay Center.	05/03/06	5/6/06 Spoke with agent about proper call procedures. Agent did not feel like she would have sat there for 10 minutes and not acknowledge a TTY/VCO user. Letter was mailed to customer on 5/9/06.

05/07/06	A customer called to complain that the agent did not follow her instructions. She asked him to dial an 800 number and identify the company but not relay the rest of the recording. He did not identify the company and there was no information relayed until an answering machine was reached. Apologized for inconvenience. No follow-up requested.	05/07/06	5/10/06 Supervisor met with agent and reviewed call processing and the importance of following customer's instructions. Agent understands.
05/08/06	NV voice caller complains they have been harassed by someone using SprintIP, since November of 2005 who will not give up. Caller feels they should be able to block this call. Apologized, explained purpose of relay, referred to local phone company and FCC. Customer does not want contact.	05/08/06	Educated on purpose of relay service and guidelines we adhere to. Acknowledged the customer's concern.

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# CAPTEL COMPLAINT LOG



## SUMMARY LOG

June 2005	0
July 2005	0
August 2005	0
September 2005	0
October 2005	0
November 2005	0
December 2005	0
January 2006	0
February 2006	1
March 2006	0
April 2006	0
May 2006	0
<b>TOTAL</b>	<b>1</b>

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/23/06	Billing – General (CAPTEL)	02/23/06	Advised customer's sister to contact their cell phone provider to let them know that the information from the cell phone network that the captioning service receives is incorrect causing the cell phone call to CapTel user to be processed unsuccessfully.